



Complaints Policy

Last updated: 21 December 2025

At Dibba Services, we are committed to delivering high quality electrical and maintenance services. We aim to work professionally, safely, and respectfully at all times. If something goes wrong, we want to hear about it so we can put things right and improve our service.

This policy explains how you can make a complaint and how we will handle it.

1. How to Make a Complaint

If you are unhappy with any part of our service, please contact us as soon as possible using one of the following methods:

Email: dibba@dibbaservices.co.uk

Phone: 07842 8078119

Please include:

- Your name and contact details
 - The address where the work took place (if applicable)
 - A description of the issue
 - Any supporting information (photos, dates, etc.)
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2. What Happens Next

Acknowledgement

We will acknowledge your complaint within 5 working days.

Investigation

We will:

- Review the details of your complaint
- Contact you if we need more information
- Investigate what happened and why

Response

We aim to provide a full written response within 10 working days.

If the issue is complex and requires more time, we will let you know and keep you updated.

3. If a Visit Is Required

If the complaint relates to work carried out at your property, we may need to arrange a visit to inspect the issue. We will agree a suitable date and time with you.

4. Putting Things Right

If we find that we have not met our usual standards, we will:

- Explain what went wrong
- Offer a remedy, which may include re-doing the work, providing a refund, or another appropriate solution

Our goal is always to resolve issues fairly and promptly.

5. If You Are Still Not Satisfied

If you feel your complaint has not been resolved, you may choose to seek independent advice or use an Alternative Dispute Resolution (ADR) service. We will provide details on request.

6. Your Rights

This policy does not affect your statutory rights under UK consumer law.

7. Continuous Improvement

We review all complaints to identify patterns, improve our processes, and ensure we continue to deliver a reliable and professional service.
